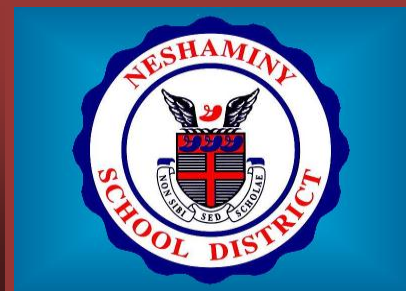# IT Department
Fall Newsletter
12/13 School Year

Technology Update

Wireless is complete in all secondary schools and you may have been enjoying the mobility. We still have work to complete as we implement new security features that will allow you to join different segments of the network safely and ***eventually*** be allowed to bring in your own devices.

We will continue to supplement areas in the Elementary schools with additional Access Points to help with users and devices requiring wireless. The 2013/14 school year will be the overall implementation of wireless.

Staff computers have been replaced and as you acclimate yourself to the new operating system, you may see devices that you had do not work as you try to add older printers, scanners or other devices to Windows 7.

We have budgeted additional funds to help replace those items that you used in your classroom based on the technology implemented in your room. Replacement of these devices is by approval only and if the technology has been replaced by other means.

Other models of computers will be upgraded to Windows 7. It is important to remember when we upgrade your computer to let us know any special considerations, software or files that you may need from that computer. Once we re-image we cannot retrieve that information.

Student computers, Labs and Libraries are still on target for mid-Fall.   At which time labs will be replaced with Windows 7 and Office 2010 along with any new updates to applications being taught in your curriculum.

So what did we do over the summer?

Installed and upgraded hardware for 3000 plus computers.   Implemented virtual labs in all Elementary schools with a considerable savings; applications to enhance current technologies in place today; replace aging printers in labs and libraries (in progress);additional netbook carts, Ipad carts, Whiteboards, and we are still working.

 We understand coming back to all these changes can be frustrating and staff is working very hard to address any issues you might have.   Although we try to foresee possible failures, it is totally out of our control when everyone comes back all at once and all of our best efforts are hindered by issues we cannot control.

Starting Tuesday September 11th we will be implementing a new work order system. This system will allow the end user to enter their own issue on line and it will be submitted to the building tech aide. An email will follow with instructions on how to access this system.

We feel this system will be more efficient in meeting end user needs, and you will not have to guess who handles what needs. By you picking the problem it will automatically be forwarded to the person who handles that technology.

The link to the new work order system will be posted on the SharePoint Home page.

Welcome back to the 12/13 school year, and happy computing.